

# Seminario 7: Let's talk...

## Forms of communication

**Present Perfect**

# Welcome back!!!

# OVERVIEW:

1. **Relevante Expressions, Verbs & Vocabulary (REVV!)**
2. **Important Grammar: Present perfect**
3. **Precise Pronunciation: Consonant 'b' vs 'v';  
Vowel: 'a'**
4. **False Friends & Avoiding Common Errors!**
5. **Most common questions – Can you answer them?**



# Forms of communication







# Forms of communication

**“Great communication begins with connection.”**

- Oprah Winfrey, television producer and host, author, philanthropist

# Forms of communication

**“Half the world is composed of people  
who have something to say and can’t, and  
the other half who have nothing to say  
and keep on saying it.”**

– Robert Frost, Pulitzer Prize-winning author

# Forms of communication





# POLL TIME!

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# Forms of communication

## Poll time

---

1. Which country has the most spoken languages?
  - a. India
  - b. China
  - c. Nigeria
  - d. Papua New Guinea
  - e. Indonesia



# Forms of communication

## Poll time

---

1. Papua New Guinea = 840 
2. Indonesia = 707 
3. Nigeria = 517 
4. India = 447 
5. China = 302 
6. USA = 219 
7. Spain = ? 

**\*According to Ethnologue (2019)**



# Forms of communication

## Poll time

---

1. Papua New Guinea = 840 
2. Indonesia = 707 
3. Nigeria = 517 
4. India = 447 
5. China = 302 
6. USA = 219 
7. Spain = 17 

**\*According to Ethnologue (2019)**



# Forms of communication

## Poll time

---

**2. Non-verbal communication accounts for what percentage of our overall communication?**

- a. 25%**
- b. 50%**
- c. 75%**
- d. 90%**



# Forms of communication

## Poll time

---

2. Non-verbal communication accounts for what percentage of our overall communication?

- a. 25%
- b. 50%
- c. 75%
- d. 90%

Albert Mehrabian determined that communication is: **55% nonverbal, 38% vocal, and 7% words only.**





# Forms of communication

## Poll time

---

- 3. According to studies, what is the most preferred form of communication for professionals?**
- a. phone**
  - b. email**
  - c. texting**
  - d. message apps**
  - e. hand-written notes**



# Forms of communication

## Poll time

---

**3. According to studies, what is the most preferred form of communication for professionals?**

**a. phone**

**b. email**

**c. texting**

**d. message apps**

**e. hand-written notes**



# Forms of communication

## Poll time

---

**4. What is the most effective form of communication?**

- a. email**
- b. phone**
- c. face-to-face**
- d. text messaging**
- e. video conferencing**



# Forms of communication

## Poll time

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4. What is the most effective form of communication?

a. email

b. phone

c. face-to-face

d. text messaging

e. video conferencing



# Forms of communication

## Poll time

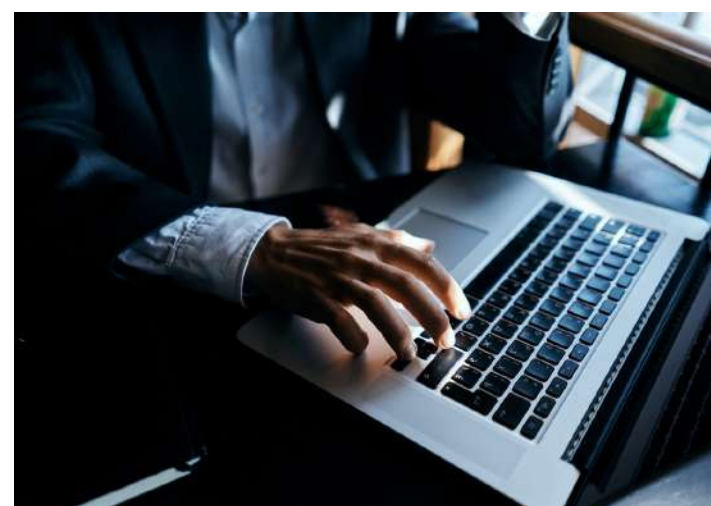
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**5. Which of the following is NOT true?**

- a. Poor communication is one of the top reasons for workplace conflicts and inefficiencies.**
- b. People who can communicate openly with their managers are more productive.**
- c. There are over 4.2 billion active social media users world-wide.**
- d. Body language experts say you don't need to speak to influence people.**



# Forms of communication





# REVV

# TIME:







# REVV

# TIME:



**Relevant  
Expressions,  
Verbs  
&  
Vocabulary**

# Forms of communication





# Forms of communication

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# Forms of communication

## Communication in General

---

**VERBS: To...**  
**(sending)**

<b>communicate</b>	comunicar
<b>transmit a message</b>	transmitir un mensaje
<b>convey a message</b>	transmitir un mensaje
<b>articulate ideas</b>	articular ideas
<b>give an idea</b>	dar una idea
<b>express yourself/ideas</b>	expresarse/ideas
<b>put it a certain way</b>	decirlo de cierta manera
<b>present an argument</b>	presentar un argumento
<b>present an image (general)</b>	presentar una imagen (general)
<b>demonstrate</b>	demostrar
<b>show</b>	mostrar
<b>imply</b>	implicar



# Forms of communication

## Communication in General

---

**VERBS: To...**  
**(receiving)**

**receive the message/idea**

recibir el mensaje/idea

**understand**

comprender

**comprehend**

comprender

**interpret**

interpretar

**get the idea that**

coger/tener la idea de que

**catch**

pillar





# Forms of communication

## Communication in General

---

**VERBS: To...**  
**(phrasal verbs)**

**give an impression**

dar una impresión

**come across to someone**

dar una impresión

**get an idea across to someone**

transmitirle una idea a alguien

**get through to someone**

comunicarse con alguien

**get a message across to someone**

hacer llegar un mensaje a alguien



# Forms of communication

## Verbal

---

**“It's not what you say, but the way you say it.”**





# Forms of communication

## Verbal

---

Verbal communication occurs when we engage in speaking with others. It can be face-to-face, over the telephone, via Skype or Zoom, etc. Some verbal engagements are informal, such as chatting with a friend over coffee or in the office kitchen, while others are more formal, such as a scheduled meeting. Regardless of the type, it is not just about the words, it is also about the caliber and complexity of those words, how we string those words together to create an overarching message, as well as the intonation (pitch, tone, cadence, etc.) used while speaking. And when occurring face-to-face, while the words are important, they cannot be separated from non-verbal communication.

\*source: iMind.com



# Forms of communication

## Verbal

---

<b>VERBS:</b>	<b>To...</b>	
	say (the words ideas)	decir (las palabras ideas)
	tell someone (to do something / the ideas)	decirle a alguien (que haga algo/las ideas)
	talk to/with	hablar con/con
	speak to/with	hablar con/con
	share with	compartir con
	explain to	explicarle
	chat with	charlar con
	gossip with sb about sb	chismear con alguien sobre alguien
	discuss ( <b>NOT</b> about)	conversar
	argue with sb about	discutir con alguien sobre
	give a presentation/speech/talk about/on	dar una presentación/discurso/charla sobre/sobre
	present on	presentar en
	interrupt	interrumpir
	restate	reafirmar
	paraphrase	parafrasear
	summarize ( <b>NOT</b> resume)	resumir



# Forms of communication

## Verbal

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**AVERBS:**  
**(how)...**

<b>well</b>	<b>bien</b>
<b>smoothly</b>	<b>suavemente</b>
<b>clearly</b>	<b>claramente</b>
<b>effectively</b>	<b>efectivamente</b>



# Forms of communication

## Verbal

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### TONE/APPROACH:

(how)

soft spoken vs. loud

light vs. intense/heavy/serious

gentle vs. firm

casual vs. formal

indirect vs. direct

honest vs. false/misleading

boring vs. interesting/exciting

dull vs. interesting

unpassionate vs. enthusiastic/charismatic

unfocused vs. focused

weak argument vs. strong argument

touching vs insensitive

voz suave vs. voz alta

ligero vs. intenso/pesado/serio

gentil vs. firme

informal vs. formal

indirecto vs. directo

honesto vs falso/engañoso

aburrido vs. interesante/emocionante

aburrido vs. interesante

desapasionado vs. entusiasta/carismático

desenfocado vs. enfocado

argumento débil vs. argumento fuerte

emocionante vs insensible



# Forms of communication

## Non-Verbal

---

**“Your actions speak louder than words.”**





# Forms of communication

## Non-Verbal

---

What we do while we speak often says more than the actual words. Non-verbal communication includes facial expressions, posture, eye contact, hand movements, and touch. For example, if you're engaged in a conversation with your boss about your cost-saving idea, it is important to pay attention to both their words and their non-verbal communication. Your boss might be in agreement with your idea verbally, but their nonverbal cues: avoiding eye contact, sighing, scrunched up face, etc. indicate something different.

\*source: iMind.com



# Forms of communication

## Non-Verbal

---

### NONVERBAL CUES:

**facial expressions**

expresiones faciales

**eye contact**

contacto visual

**hand movements**

movimientos de la mano

**gestures**

gestos

**posture**

postura

**use of space**

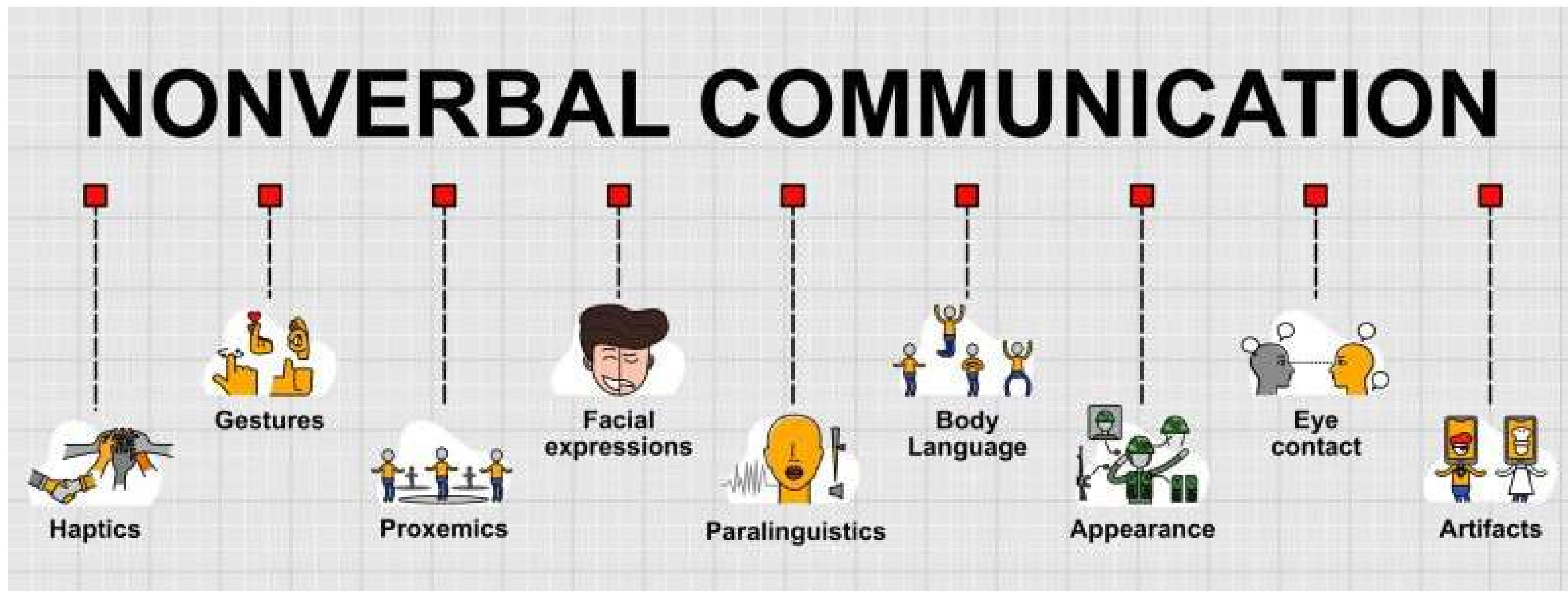
uso del espacio

**touch**

tocar



# Forms of communication





# Forms of communication

## Written

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**“The power of the pen.”**





# Forms of communication

## Written

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Whether it is an email, a memo, a report, a Facebook post, a Tweet, a contract, etc. all forms of written communication have the same goal to disseminate information in a clear and concise manner – though that objective is often not achieved. In fact, poor writing skills often lead to confusion and embarrassment, and even potential legal jeopardy. One important thing to remember about written communication, especially in the digital age, is the message lives on, perhaps in perpetuity. Thus, there are two things to remember: first, write well – poorly constructed sentences and careless errors make you look bad; and second, ensure the content of the message is something you want to promote or be associated with for the long haul.

\*source: iMind.com



# Forms of communication

## Written

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### VERBS: To...

<b>write / be written</b>	escribir / ser escrito
<b>record (written)</b>	grabar (escrito)
<b>write down (record)</b>	anotar (grabar)
<b>document</b>	documentar
<b>demonstrate</b>	demostrar
<b>show</b>	mostrar
<b>convey</b>	transmitir
<b>imply</b>	implicar
<b>send a message</b>	enviar un mensaje
<b>message</b>	mandar mensaje
<b>text</b>	mandar texto
<b>DM (direct message)</b>	mensaje directo



# Forms of communication

## Listening

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“God gave you one mouth and two ears for a reason.”





# Forms of communication

## Listening

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The act of listening does not often make its way onto the list of types of communication. Active listening, however, is perhaps one of the most important types of communication because if we cannot listen to the person sitting across from us, we cannot effectively engage with them. Think about a negotiation – part of the process is to assess what the opposition wants and needs. Without listening, it is impossible to assess that, which makes it difficult to achieve a win/win outcome.

\*source: iMind.com



# Forms of communication

## Listening

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### VERBS: To...

hear	oír/escuchar
listen to	escuchar
pay attention to	prestar atención a
focus on	concentrarnos en

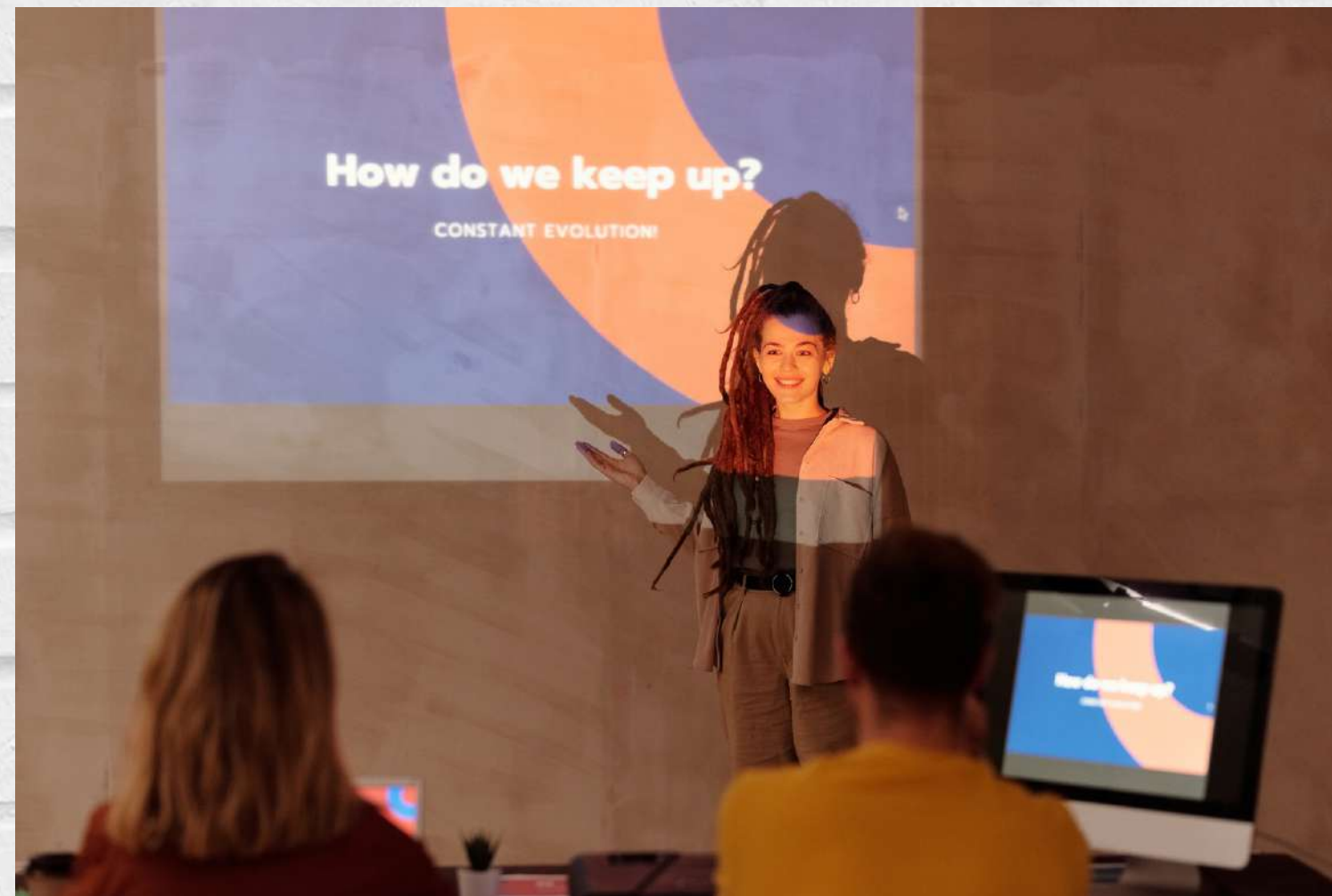


# Forms of communication

## Visual

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“A picture is worth a thousand words.”





# Forms of communication

## Visual

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We are a visual society. Think about it, televisions are running 24/7, Facebook is visual with memes, videos, images, etc., Instagram is an image-only platform, and advertisers use imagery to sell products and ideas. Think about from a personal perspective – the images we post on social media are meant to convey meaning – to communicate a message. In some cases that message might be, look at me, I'm in Italy or I just won an award. Others are carefully curated to tug on our heartstrings – injured animals, crying children, etc.

\*source: iMind.com



# Forms of communication

## Visual

---

### VERBS: To... (see)

**see (physical ability / quick reference)** ver (habilidad física / referencia rápida)

**look at (focusing on something for a brief moment)** mirar (centrarse en algo por un breve momento)

**watch (things with motion, extended time)** mirar (cosas con movimiento, tiempo extendido)

**observe (study something over time; more formal)** observar (estudiar algo a lo largo del tiempo; más formal)

**take/have a look at** tomar/ echar un vistazo

**look over** echar un vistazo

**look through** echar un vistazo mas en detalle (hojear)



# Forms of communication

## Visual

---

### VERBS: To... (show)

show	mostrar
portray	retratar
share	compartir
post	publicar
like	gustar
smash the like button	aplastar el botón Me gusta
follow	seguir
block	bloquear



**INTERNATIONAL ARRIVALS**

WHAT DO I DO NOW?

WHEN IS HE GOING TO TAKE MY CARD?

HE SEEMS A BIT UNFRIENDLY?

WHOA - PERSONAL SPACE INVASION!

I'M NEXT, WHAT SHOULD I DO?



# Grammar

## Focus:

Present Perfect



# What is the Present Perfect?

---



# What is the Present Perfect?

Joke:





# What is the Present Perfect?

Joke:





# What is the Present Perfect?

---

Joke:

**Patient:** Doctor, I'm very nervous. This is the first time I've ever needed an operation.

**Doctor:** Don't worry, I know how you feel. This is the first time I've ever performed this operation.





# What is the Present Perfect?

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Joke:

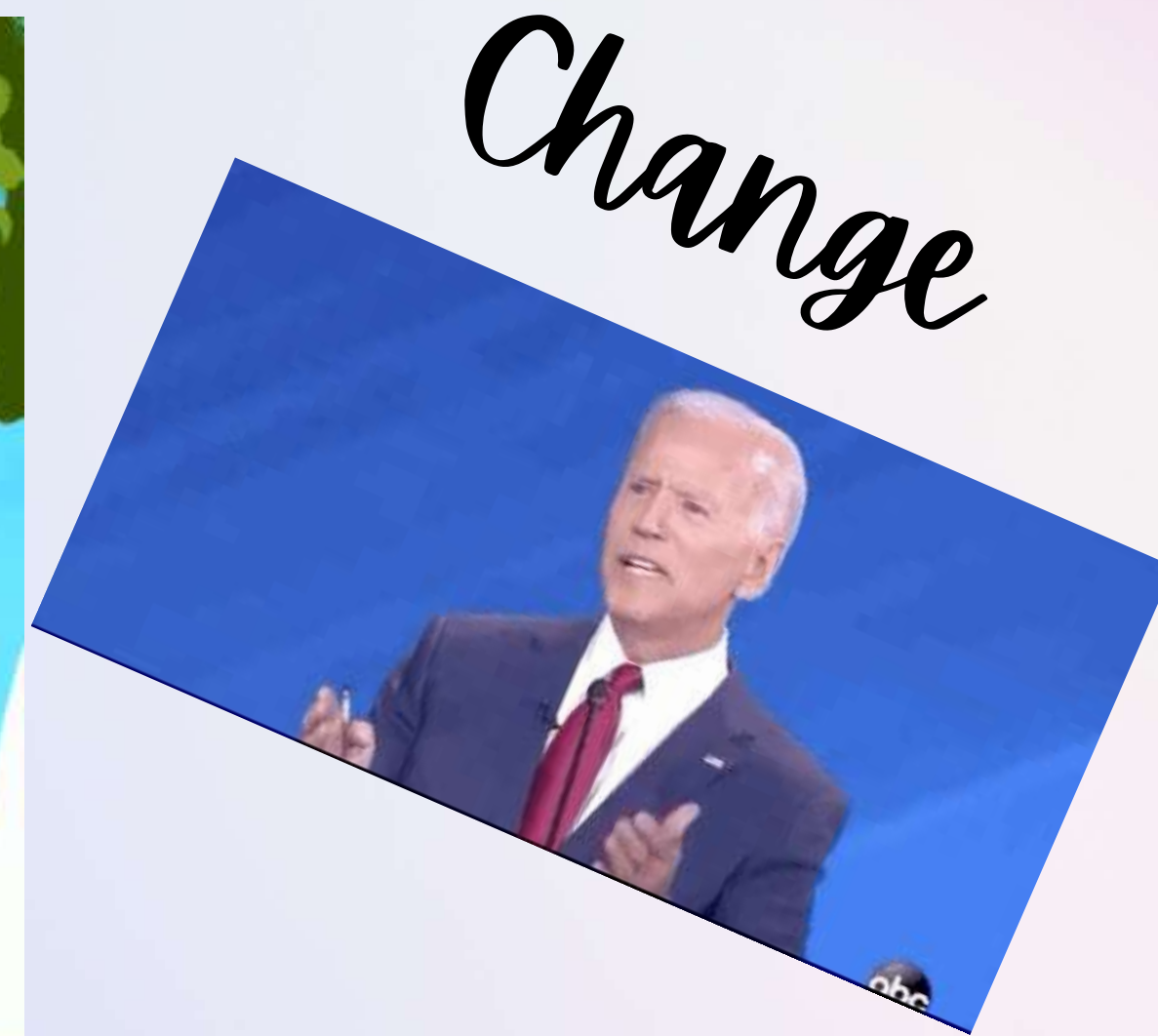
**Patient:** Doctor, I'm very nervous. This is the first time I've ever needed an operation.

**Doctor:** Don't worry, I know how you feel. This is the first time I've ever performed this operation.



# USE

## Present Perfect





# USE

## Past Simple



Last year he **went** to Paris.

I **saw** that series last month.

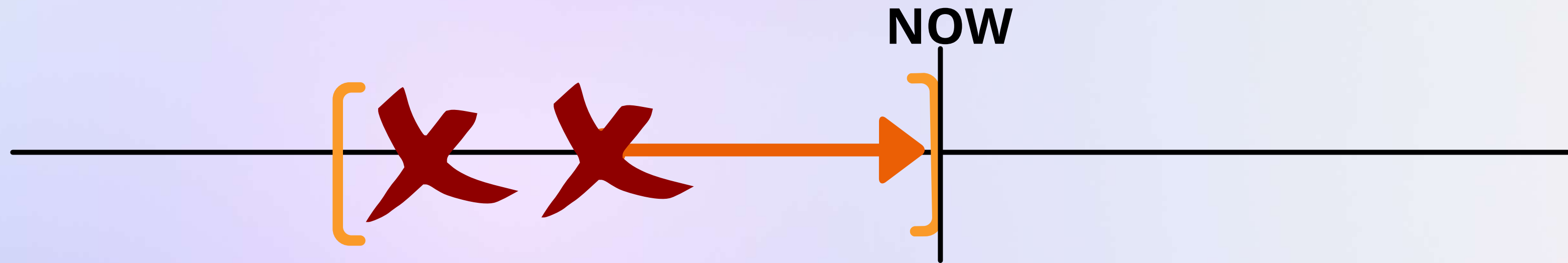
She **did** a lot yesterday.

They only **lived** there for 2 years.



# USE

## Present Perfect



**Experience:** This year he **has been** to Paris twice.

I **have seen** that series already.

*Change:*

She **has done** a lot today.

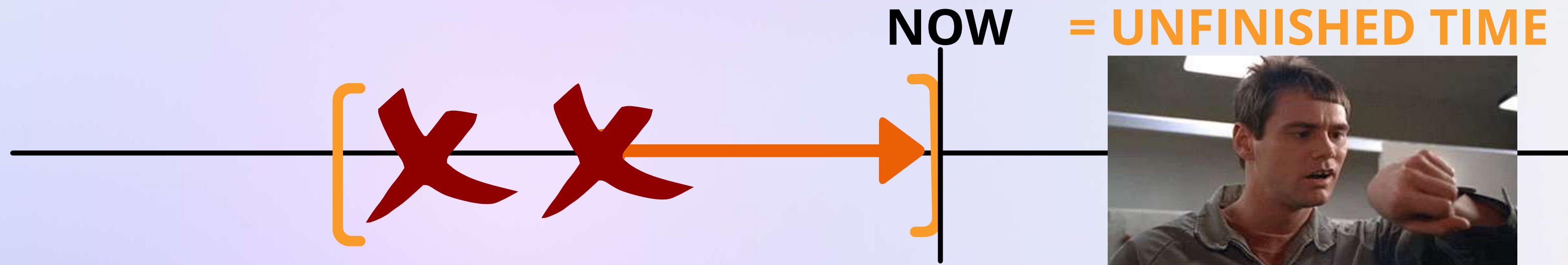
**Continuing situation:**

They **have lived** there since January.



# USE

## Present Perfect



**Experience:** This year he **has been** to Paris twice.

I **have seen** that series already.

*Change:*

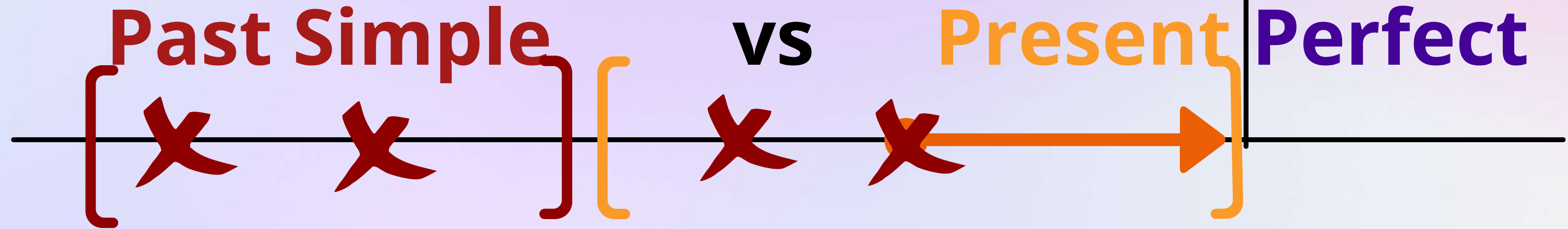
She **has done** a lot today.

**Continuing situation:**

They **have lived** there since January.



# TIME FRAME <sup>NOW</sup>



Past Simple

=

YES OR NO  
at exact past moment  
WHEN EXACTLY?

Present Perfect

=

YES OR NO?  
EVER?  
LATELY?  
HOW MUCH/MANY?



# USE *Experience* Present Perfect

---

1) **Experience**: things that happened in the past without saying when  
(only interested in 'yes' or 'no', or how many/much)

**Have you ever been to Colorado?** = Has estado en Colorado alguna vez? /  
Conoces Colorado?

**I've never been there.** = Nunca he estado allí. /  
No conozco Colorado.

**She's been there several times.** = Ella ha estado allí varias veces.



# USE *Change* Present Perfect

---

2) **Change**: actions that still have an immediate affect on the present. (\*differences between British and American English)

**The president has resigned.** = El presidente ha dimitido.

**There has been an earthquake Chile.** = Chile ha habido un terremoto.

**I have lost my keys.** = He perdido mis llaves.



# USE

## Present Perfect

Continuing  
situations

---

3) **Continuing Situations:** things that started in the past and continue in the present ( with stative verbs: be, own, have)

He has been my friend for years. = El es mi amigo desde hace años.

You've been really helpful today. = Has sido de gran ayuda hoy.

They've been married since June. = Llevan casados desde junio.



# KEY WORDS

## Past Simple vs Present Perfect

---

**FINISHED** time in the past

yesterday

3 days ago

in 2003

in December

when I was young

when she arrived

LAST week, month, year, summer

**UNFINISHED** time (Past-Present)

ever/never

already

lately

since

in the last several days

in my life

so far

THIS week, month, year, summer



# KEY WORDS

## Present Perfect

---

Time expressions for **UNFINISHED** time (Past->Present):

**It's the first time** (Es la primera vez que...)

**ever/never** (alguna vez/ nunca)

**already** (ya)

**lately** (últimamente)

**since** (desde)

**in the last several days** (en los ultimos dias)

**in my life** (en mi vida)

**so far** (hasta ahora)

**this week/month/year** (esta semana...)



# KEY VERB CHANGES

## Past Simple vs Present Perfect

---

was /were

ate

came

knew

make

did

drank

fell

have/has been

have/has eaten

have/has come

have/has known

have/has made

have/has done

have/has drunk

have/has fallen



# COMMON EXPRESSIONS

## Present Perfect

---

**Have you ever...?**

= Has 'hecho' alguna vez

**I have been to**

= he estado allí / conozco

**I've never ...**

= nunca he

**This is the first time I've ...**

= es la primera vez que lo hago

**So far so good.**

= hasta ahora bien



# FORM

## Present Perfect



# FORM

## Present Perfect

---

### AFFIRMATIVE

subject + **have/has** (auxiliary) + **past participle** (main verb)

I **have been** to Indonesia.

You **have been** to Indonesia.

We **have been** to Indonesia.

They **have been** to Indonesia.

He **has been** to Indonesia.

She **has been** to Indonesia.

It **has been** to Indonesia.



# FORM

## Present Perfect

---

### AFFIRMATIVE

subject + **have/has** (auxiliary) + **past participle** (main verb)

I **have been** to Indonesia.

You **have been** to Indonesia.

We **have been** to Indonesia.

They **have been** to Indonesia.

He **has been** to Indonesia.

She **has been** to Indonesia.

It **has been** to Indonesia.

(3rd person singular: 's')





# FORM

## Present Perfect

---

### AFFIRMATIVE

subject + **have/has** (auxiliary) + **past participle** (main verb)

**I've been** to Indonesia.

**You've been** to Indonesia.

**We've been** to Indonesia.

**They've been** to Indonesia.

**He's been** to Indonesia.

**She's been** to Indonesia.

**It's been** to Indonesia.

(**3rd person singular: 's'**)





# FORM

## Present Perfect

---

subject + **have/has** (auxiliary) + **past participle** (main verb)

### REGULAR participles

**I've rested** a lot this week.

**You've explained** it well.

**We've called** them several times.

**They've finished** the report already.

**He's** always **depended** on it.

**She's** **needed** it lately.

**It's** **worked** until now.



# FORM

## Present Perfect

---

subject + **have/has** (auxiliary) + **past participle** (main verb)

### IRREGULAR participles

**I've come** early a lot this week.

**You've taken** it well.

**We've written** them several times.

**They've done** the report already.

**He's** always **known** it.

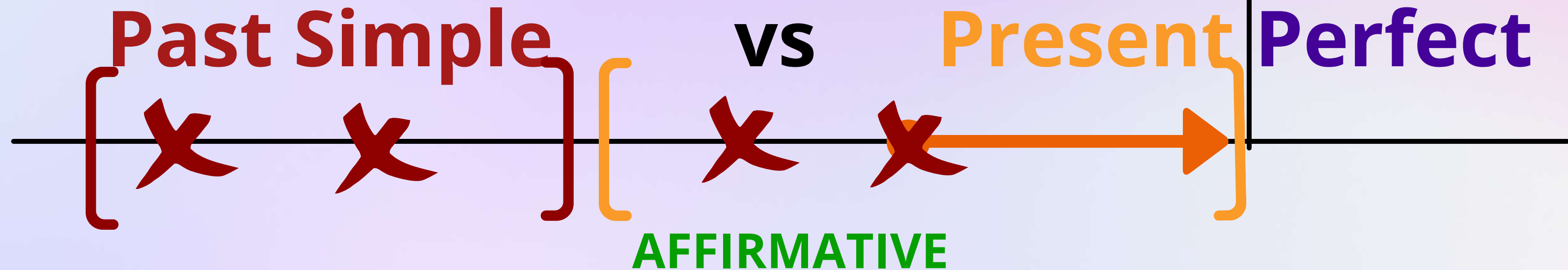
**She's chosen** it lately.

**It's run** well until now.



# FORM

NOW



Last year **he went** to Belgium once.

Yesterday **she worked** late.

**It ran** well the first time we used it.

This morning **we spoke** with him.

In 2018 **they gave** more money.

**I went** there many years ago.

**You made** a good decision then.

This year he **has been** to Belgium twice.

This week **she has worked** late.

**It has run** well since we **started** using it..

**We have spoken** with him already.

**They have given** more money so far.

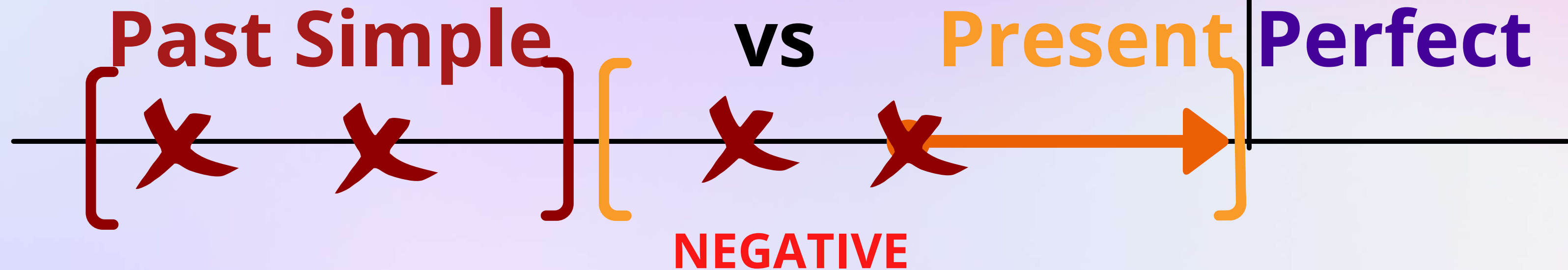
**I have been** there before.

**You have made** good decisions lately.



# FORM

NOW



Last year **he didn't go** to Belgium.

Yesterday **she didn't work** late.

**It didn't run** well the first time.

This morning **we didn't speak** with him.

In 2018 **theyn didn't give** more money.

**I didn't go** there many years ago.

**You didn't make** a good decision then.

This year **he hasn't been** to Belgium twice.

This week **she hasn't worked** late.

**It hasn't run** well since we **started**.

**We haven't spoken** with him yet.

**They haven't given** more money so far.

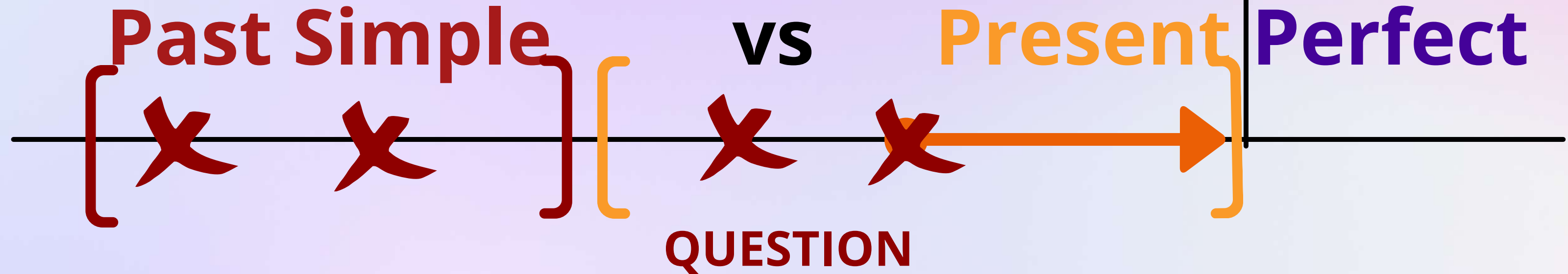
**I haven't been** there before.

**You haven't made** good decisions lately.



# FORM

NOW



**Did he go** to Belgium last year?

**Did she work** late yesterday?

**Did it run** well the first time?

**Did we speak** with him this morning?

**Did they give** more money in 2018?

**Did you go** there many years ago?

**Did I make** a good decision then?

**Has he been** to Belgium twice this year?

**Has she worked** late this week?

**Has it run** well since we **started**?

**Have we spoken** with him yet?

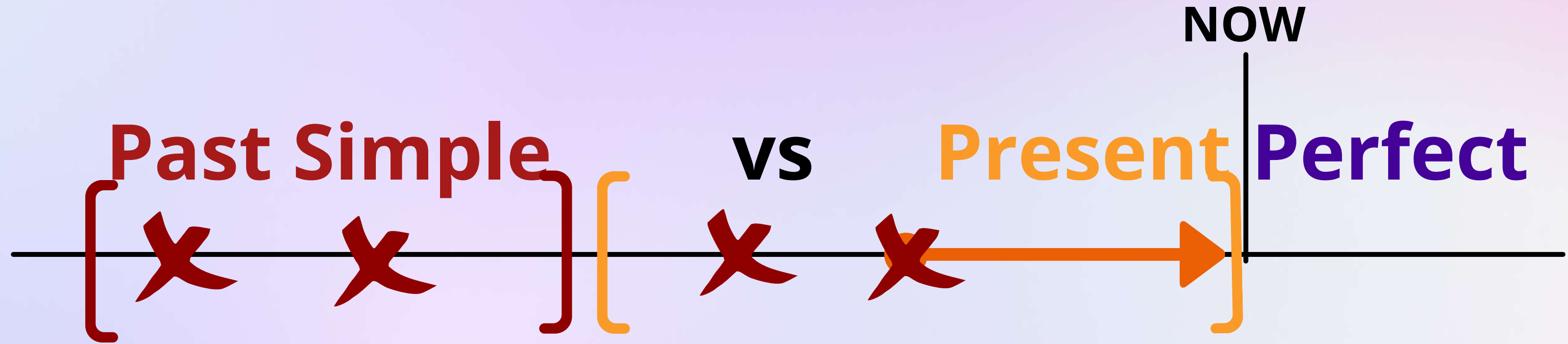
**Have they given** more money so far?

**Have you been** there before?

**Have I made** good decisions lately?

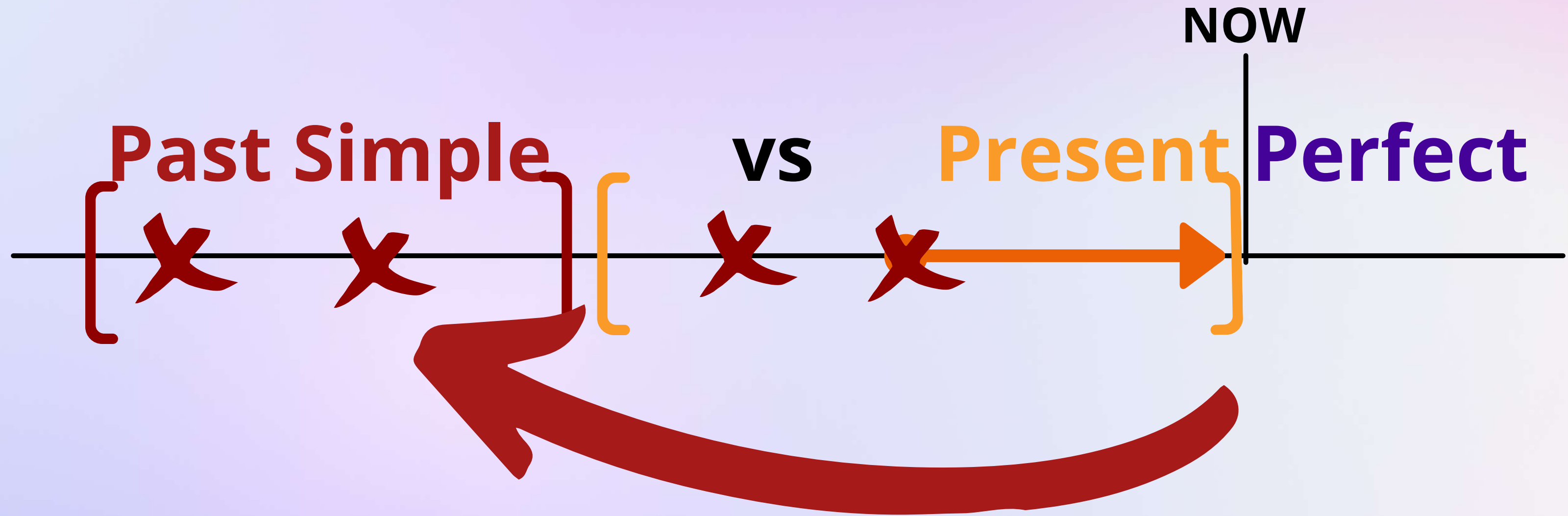


# TIME FRAME





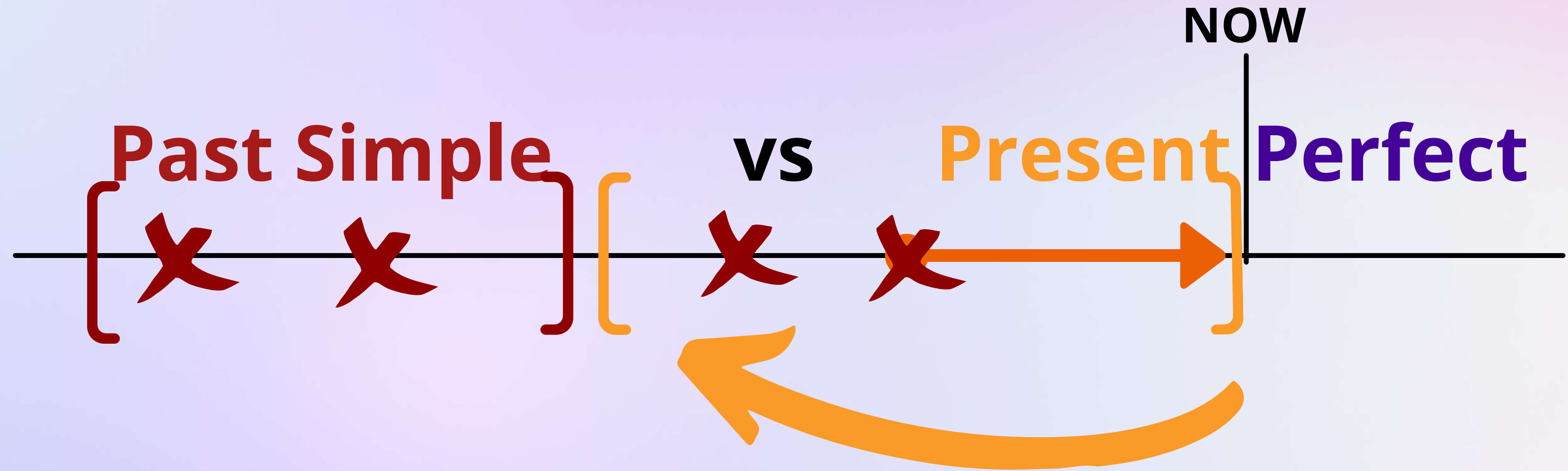
# TIME FRAME



5 years; 3 days; 2 minutes  
**AGO**

*He called me **a few minutes ago**.*

# TIME FRAME



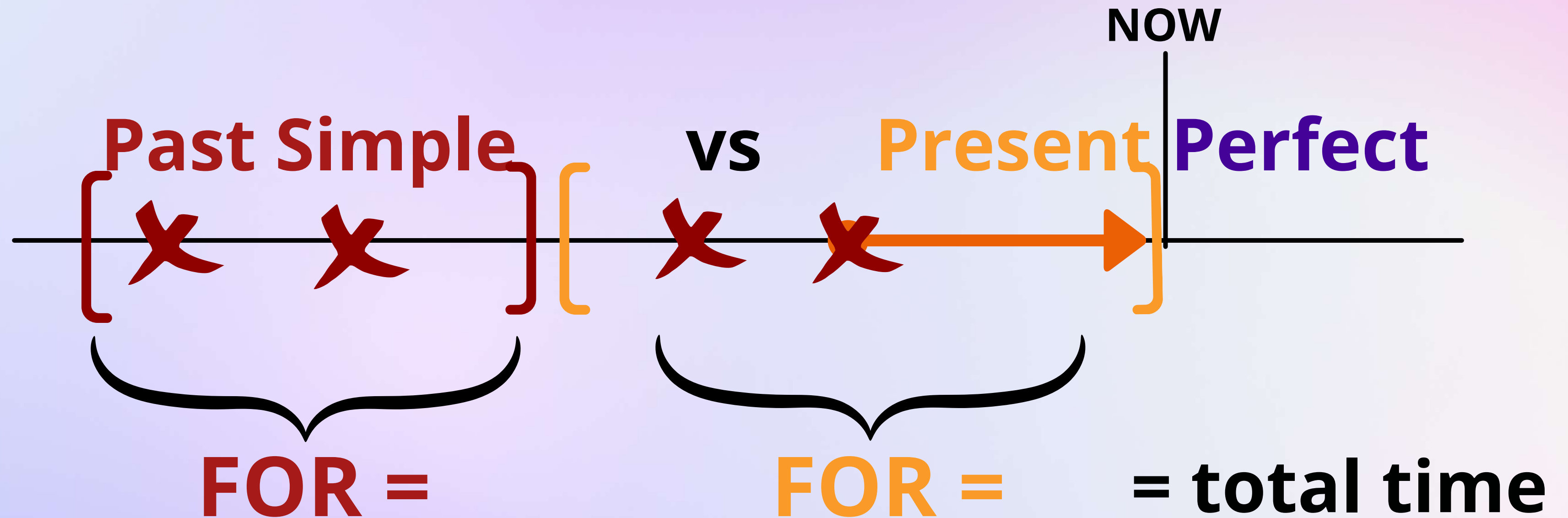
SINCE

2020; January; Tuesday

*She has sent me 10 emails **since Tuesday**.*



# TIME FRAME



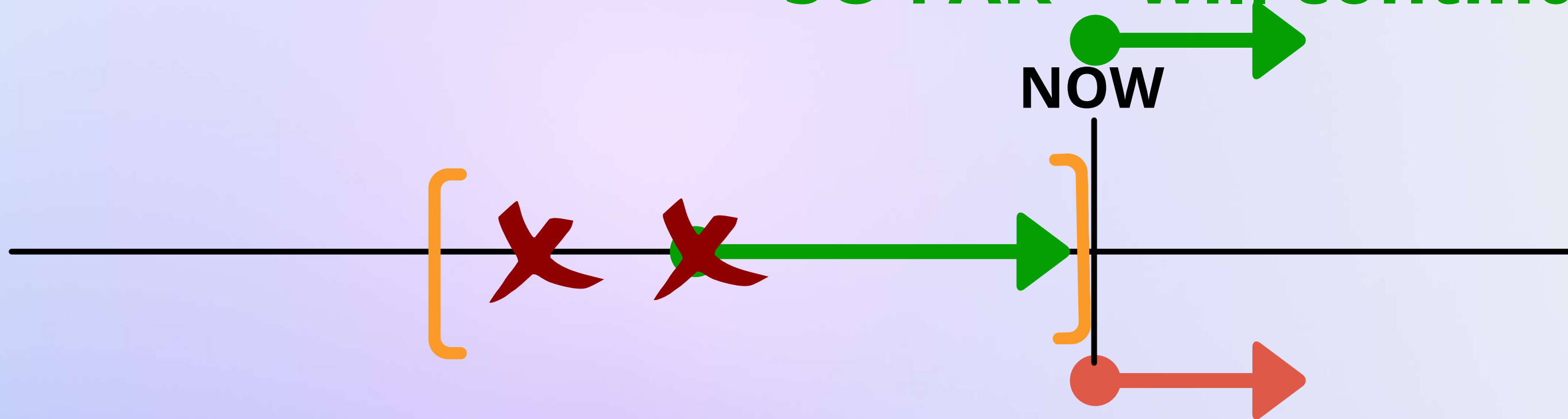
(6 years; 2 months; a long time, a few minutes)

She *lived* there *for* 6 years and *has lived* here *for* only one.

# TIME FRAME

## Present Perfect

SO FAR = will continue the same



UNTIL NOW = a change from now on



# TIME FRAME

## Present Perfect

**SO FAR = will continue the same**

**We have had a productive week so far.**

**UNTIL NOW = a change from now on**

**We have had a productive week until now.**

**We were having a productive week until now.**

# UK vs. US DIFFERENCES

## Past Simple vs Present Perfect

---

When the action is more recent,  
Americans use the Present Perfect less than British.

### AMERICAN

### BRITISH

Terry feels sick. He **ate** too much.

Terry feels ill. He's **eaten** too much.

Q: Do you know where Anne is?

A: Yeah, just **saw** her.

Q: Do you know where Anne is?

A: Yeah, I've just **seen** her.



# UK vs. US DIFFERENCES

## Past Simple vs Present Perfect

---

### OTHER EXAMPLES:

#### AMERICAN

**Did** you **read** the report?

I just **saw** that movie.

We **finished**. You can bring dessert.

Jarrood just **left**!

I **lost** my keys.

#### BRITISH

**Have** you **read** the report?

I've just **seen** that film.

We've **finished**. You can bring dessert.

Jarrood's just **left**!

I've lost my **keys**!

# COMMON ERRORS & CONFUSION !!





# BE CAREFUL!!!

## Tricky things with the **Present Perfect**

---

**Careful with the time frame!**

**=Past Simple is for specific time in past=**

Last night I have had dinner with a friend. (present perfect)

Moments ago Ici has told us we could send messages to the chat. (present perfect)

# BE CAREFUL!!!

## Tricky things with the Present Perfect

---

**Careful with the time frame!**

**=Past Simple is for specific time in past=**

Last night I **have** had dinner with a friend. (present perfect)

**Last night I had dinner with a friend. (specific time in past )**

Moments ago Ici **has** told us we could send messages to the chat. (present perfect)

**Moments ago Ici told us we could send messages to the chat. (specific time in past)**



# BE CAREFUL!!!

## Tricky things with the **Present Perfect**

---

I just got back from Sevilla. Last week has been an amazing week.

We have spent time with my parents.

# BE CAREFUL!!!

## Tricky things with the **Present Perfect**

---

I just got back from Sevilla. Last week has been an amazing week.

(Monday AFTER Semana Santa!!)

We have spent time with my parents.

(Tuesday AFTER the weekend)



# BE CAREFUL!!!

## Tricky things with the **Present Perfect**



I just got back from Sevilla. Last week ~~has been~~ an amazing week.

(Monday AFTER Semana Santa!!)

I just got back from Sevilla. Last week **WAS** an amazing week.



We ~~have~~ spent time with my parents.

(Tuesday AFTER the weekend)

We **SPENT** time with my parents.

# BE CAREFUL!!!

## Tricky things with the Present Perfect

---

I have had a good time this  
weekend ( it's Monday!)

I am married since 10  
years ago.



# BE CAREFUL!!!

## Tricky things with the **Present Perfect**

---

I have had a good time this weekend ( it's Monday!)



I **HAD** a good time this weekend ( it's Monday!)




I am married since 10 years ago.

# BE CAREFUL!!!

## Tricky things with the **Present Perfect**

---

I have had a good time this weekend ( it's Monday!)  I **HAD** a good time this weekend ( it's Monday!)



I am married since 10 years ago.



I **have been** married **FOR** 10 years.

I **have been** married **SINCE** 2014.

I **GOT** married 10 years **AGO**.



# BE CAREFUL!!!

## Tricky things with the **Present Perfect**

---

I know him for 15 years.

I have drink one coffee an hour ago.

It has been hot when we went to the beach.

# BE CAREFUL!!!

## Tricky things with the **Present** Perfect

---

I  him for 15 years.

I **have known** him for 15 years.

I ha  nk one coffee an hour ago.

I **drank** a coffee an hour ago.

It h  en hot when we went to the beach.

It **was** hot when we **went** to the beach.



# BE CAREFUL!!!

---



Since we have seen lots of examples,  
and I have explained all the theory,  
I hope we have clarified the present perfect  
in your mind!

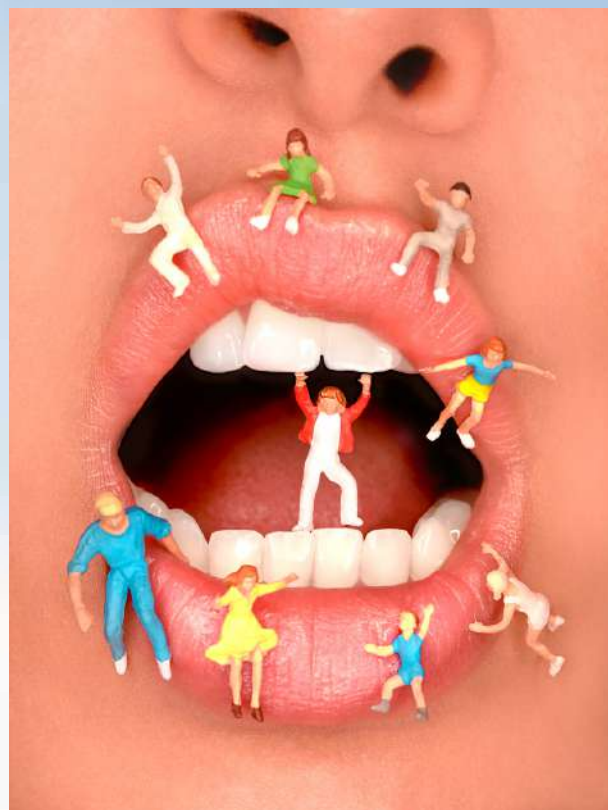




# Precise Pronunciation:



# Precise Pronunciation:

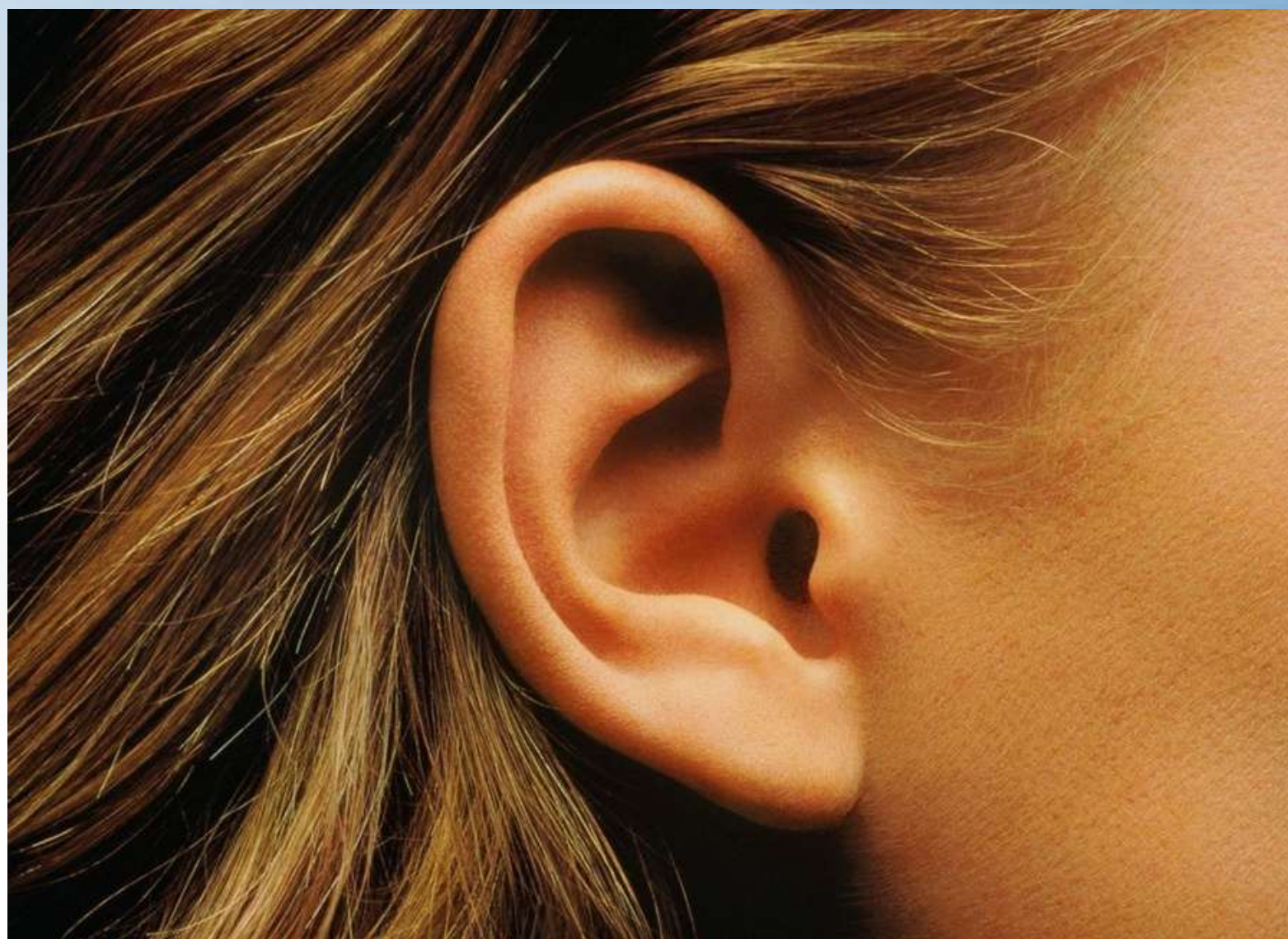




# Precise Pronunciation:



# Precise Pronunciation:





# Precise Pronunciation:

Consonants: **'B'** vs. **'V'**

&

Vowel: **'A'**

# Precise Pronunciation:

Consonants:

**B**

vs.

**V**



# PRONOUNCIATION

## CONTRASTING consonants:

Voting is a right.  
I love Van Gogh's art!  
He is changing to Vox.  
Do you like her voice?

VS

They will deliver the vest.  
People want to see the virgin.  
Have you ever had a vermouth?

Boating is a right.  
I love Bangkok's art!  
He is changing to box.  
Do you like her boys?  
They will deliver the best.  
People want to see the beer gin.  
Have you ever had a bear moo?

# CONTRASTING consonants:

## VOICED

V

B

J/G

G

D

Z



## UNVOICED

F

P

CH

K/C

T

S/C





# CONTRASTING consonants:

B	vs.	V	vs.	F	vs.	P
bat		vat/V.A.T.		fat		pat/Pat
berry		very		ferry		Perry
ban		van		fan		pan
bowels		vowels		fouls		Powell's

I have problems with my vowels.

# CONTRASTING consonants:

Think key:





# CONTRASTING consonants:

There were three victims.  
My summer travels were great!  
It is good if it convinces them.  
It's an old vehicle.  
They have some vacancies.

VS

There were three big teams.  
My summer troubles were great.  
It is good if it combines them.  
It's an old bagel.  
They have some bacon 'C's

# Precise Pronunciation:

## 'V' Challenge:

**Victor, the vampire, loves buying vehicles at a good value. He invests in them for their valuation over time, but it also gives him the advantage of having a variety of vehicles to use for his adventurous vacations. Last February he bought an old Volkswagen van from a Venezuelan vendor in Valencia for only five hundred euros. He used the vintage van to travel to Transylvania to visit his family. Victor convinced all of his family to travel back with him to a village in Vigo. Vigo was a perfect place to enjoy the views of valleys and vibrant sunsets, as well as the flavourful food and savoury virgin blood of the various villagers.**

A Víctor, el vampiro, le encanta comprar vehículos a buen precio. Invierte en ellos por su valoración en el tiempo, pero también le da la ventaja de tener una variedad de vehículos para utilizar en sus vacaciones de aventura. El pasado mes de febrero compró una vieja furgoneta Volkswagen a un vendedor venezolano en Valencia por sólo quinientos euros. Usó la furgoneta antigua para viajar a Transilvania y visitar a su familia. Víctor convenció a toda su familia para que viajaran de regreso con él a un pueblo de Vigo. Vigo es un lugar perfecto para disfrutar de las vistas de los valles y de los vibrantes atardeceres, así como de la sabrosa comida y la sabrosa sangre virgen de los distintos lugareños.



# Precise Pronunciation:

Vowel:



# Precise Pronunciation:

Vowel: 'A'

There are at least eight  
different ways to  
pronounce 'a' !



# Precise Pronunciation:

Vowel: 'a'

/eɪ/  
a = 'A'

ate  
cape  
fate  
hate  
made  
mate  
pane  
plane  
rate  
state

/æ/  
a = ah

at  
cap  
fat  
hat  
mad  
mat  
pan  
plan  
rat  
stat

# Precise Pronunciation:

Vowel: 'a'

/eɪ/  
a = 'A'

behave

gave

Kate

pace

snake

stake

/æ/  
a = ah

have

Gavin

cat

pass

snack

stack



# Precise Pronunciation:

Vowel: 'a'

/eɪ/  
a = 'A'

day  
May  
pay  
say  
way

fail  
mail (not mile)  
main  
pain  
rain  
sail  
Spain  
again (old)\*

break  
steak

# Precise Pronunciation:

Vowel: 'a'

/æ/

a = aah

at

act

apple

black

bat

exact

fan

had

man

pan

ran

stand



# Precise Pronunciation:

Vowel: 'a'

/ɑː/ a = awe

## all

all  
ball  
call  
fall  
hall  
mall  
stall  
tall  
wall

## au

August  
author  
autumn  
caught  
cause  
clause  
daughter  
fault  
launch  
Paul  
taught

## mixed

are  
barn  
father  
law  
paw  
raw  
saw  
yacht

# Precise Pronunciation:

Vowel: 'a'

**/ɑː/ a = awe**

ask

aunt

bath

grass

glass

(calm, heart, park)

**/æ/ a = ah**

ask

aunt

bath

grass

glass

(ant, bad, crash)



# Precise Pronunciation:

Vowel: 'a'

**British**

/ɑː/ a = awe



ask  
aunt  
bath  
grass  
glass

(calm, heart, park)

**American**

/æ/ a = ah



ask  
aunt  
bath  
grass  
glass

(ant, bad, crash)

# Precise Pronunciation:

Vowel: 'a'

/eə/ /ɛː/

a = air

air

careful

chair

dairy

fair (not fire)

fairy (not firey)

hair (not hire)

hair

Mary

Marion

marijuana

pair

rare

share



# Precise Pronunciation:

Vowel: 'a'

/ɪ/  
a = ih

climate  
estimate  
private  
senate

baggage  
message  
package  
wreckage

woman

bargain  
fountain  
mountain  
porcelain

# Precise Pronunciation:

Vowel: 'a'

/schwa/  
a = uh

a lot  
about  
across  
around  
asleep  
petal  
umbrella  
was (US)  
what (US)  
zebra



# Precise Pronunciation:

Vowel: 'a'

/e/

a = eh

any

anything

anywhere

many

said

says

again

against

# Precise Pronunciation:

Vowel: 'a'

/ɔː/  
a = oh

war (US)

warden



# Precise Pronunciation:

## 'A' Challenge:

Harry and Mary carefully shared their Marijuana in the air.

What was funny was the zebra asleep under an umbrella.

Many men said anyone can dance anywhere again.

If it rains in May in Spain they still pay to sail.

Mat had a plan to have a snack at the café.

Paul's father-in-law taught his daughter law.

I saw all authors launch tall yachts in August.

I ate the cake on the plate that my mate made.

The climate around the mountain's surface is similar.

The senator got a private package of a porcelain fountain.

# Precise Pronunciation:

## 'A' Challenge:

Harry and Mary carefully shared their Marijuana in the air.

What was funny was the zebra asleep under an umbrella.

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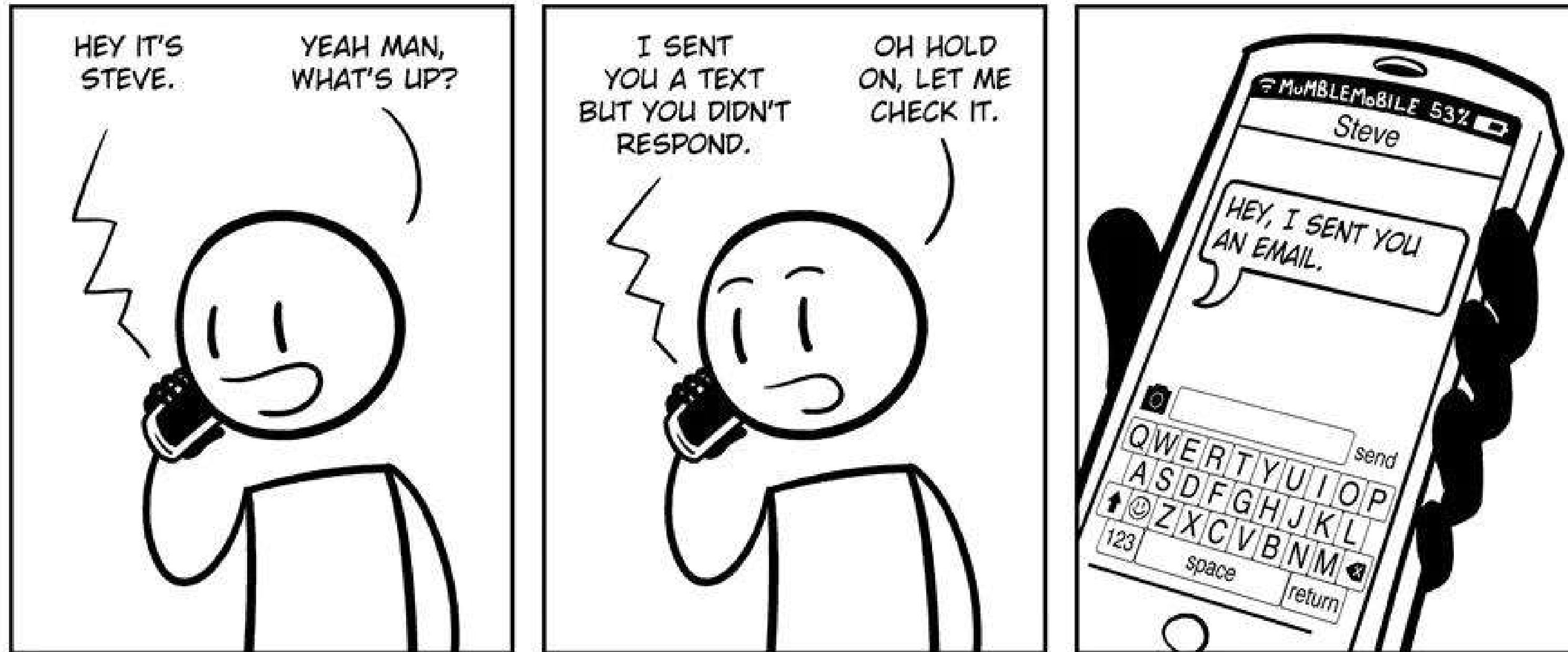
I ate the cake on the plate that my mate made.

The climate around the mountain's surface is similar.

The senator got a private package of a porcelain fountain.



# Forms of communication



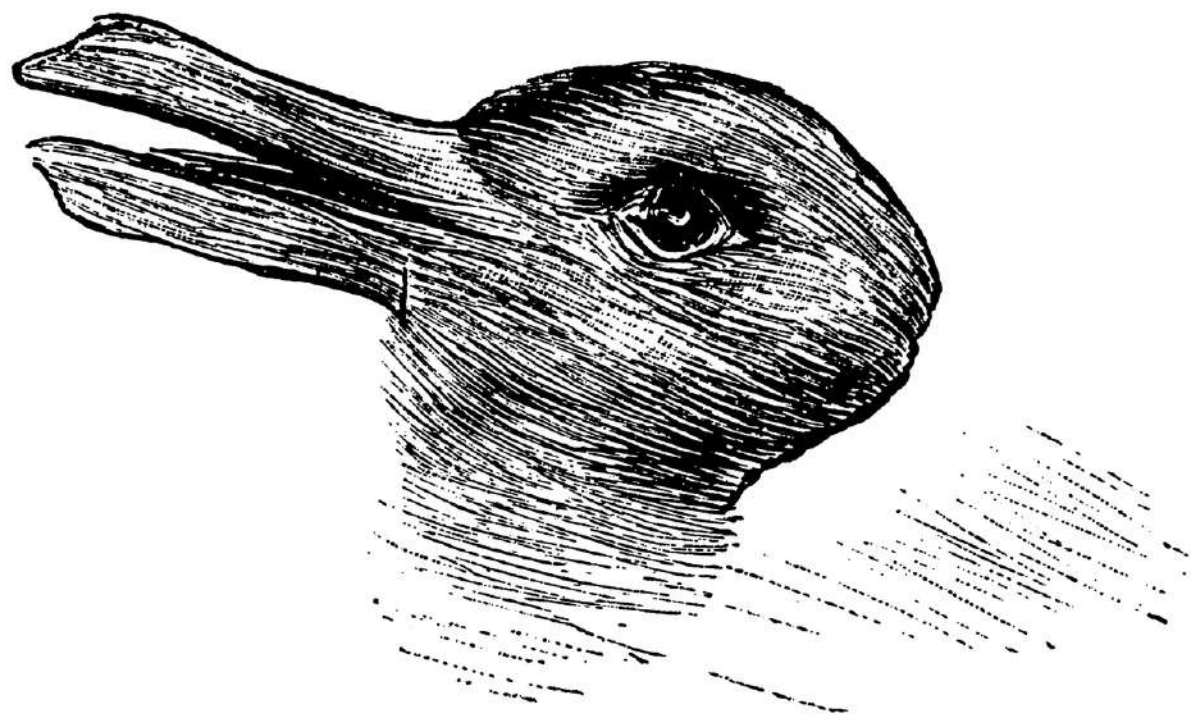
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# False Friends





# False Friends



# False Friends



=

**CONFUSION!!**







Spanish word:  
**presentar**

False equivalent:

**to present (a person)**  
= revelar

Error: Let me **present** you  
to the director.

# False Friends (1)

Correct word:

**introduce  
(one's self)**

Definition:

**make (someone) known  
by name to another in  
person**

Ex: Let me **Introduce** you to  
the director.



Spanish word:  
**resumir**

False equivalent:  
**resume**

= reanudar / empezar de nuevo después de parar

Error: Let me give you a quick **resume** of my presentation.

## False Friends (2)

Correct word:  
**summary**

Definition:  
a brief account of the main points of something.

Ex: Let me give you a quick **summary** of my presentation.





Spanish word:  
**finalmente**

False equivalent:  
**finally**

= despues de esperar  
mucho tiempo; por ultimo

Error: We thought of  
buying it, but **finally** we  
decided not to.

## False Friends (3)

Correct word:  
**in the end /  
to end up doing**

Definition:  
**as a final result**

Ex: We thought of buying it, but  
**in the end**, we decided not to.  
We thought of buying it, but I  
**ended up** deciding not to.



Spanish word:  
**bien comunicado**

False equivalent:

**well communicated**

= comunicado (en la forma  
de comunicación entre  
personas)

Error: **The office where I  
work is well communicated  
with the airport highway.**

## False Friends (4)

Correct word:  
**well connected /  
have good access to**

Definition:

**is close to relevant  
access points**

Ex: **The office where I work  
is well connected with the  
airport highway.**





**Spanish word:**

**discutir /  
discussion**

**False equivalent:**

**to discuss / discussion**

= conversar, intercambiar  
ideas

**Error: I don't like to discuss  
with my boss**

# **False Friends (5)**

**Correct word:**

**to argue**

**Definition:**

**express opposite views,  
typically in a heated or  
angry way**

**Ex: I don't like to argue with  
my boss.**

# COMMON ERRORS



=

**CONFUSION!!**





# COMMON ERRORS



COMMON!!





# Discussion Questions

**How do the different  
forms of communication  
affect your daily life?**



# Discussion Questions

1. Why is effective communication crucial in personal and professional relationships?
2. How can active listening enhance communication and understanding?
3. What are the benefits of clear and concise communication in the workplace?
4. How does nonverbal communication impact the message we convey?
5. What role does empathy play in improving communication?
6. How can cultural differences affect communication, and how can we bridge these gaps?
7. What strategies can individuals use to communicate assertively and confidently?
8. How does technology influence the way we communicate, and what are its pros and cons?
9. What are the consequences of poor communication, and how can we mitigate them?
10. How can feedback be effectively given and received to improve communication?
11. What are some techniques for managing conflicts through effective communication?
12. How can individuals improve their public speaking and presentation skills?
13. What role does emotional intelligence play in effective communication?
14. How can mindfulness and self-awareness contribute to better communication?
15. What are some practical steps individuals can take to continuously improve their communication skills?

# Forms of communication

**What are ways  
you can best  
present  
yourself during  
a video  
conference or  
Zoom call?**

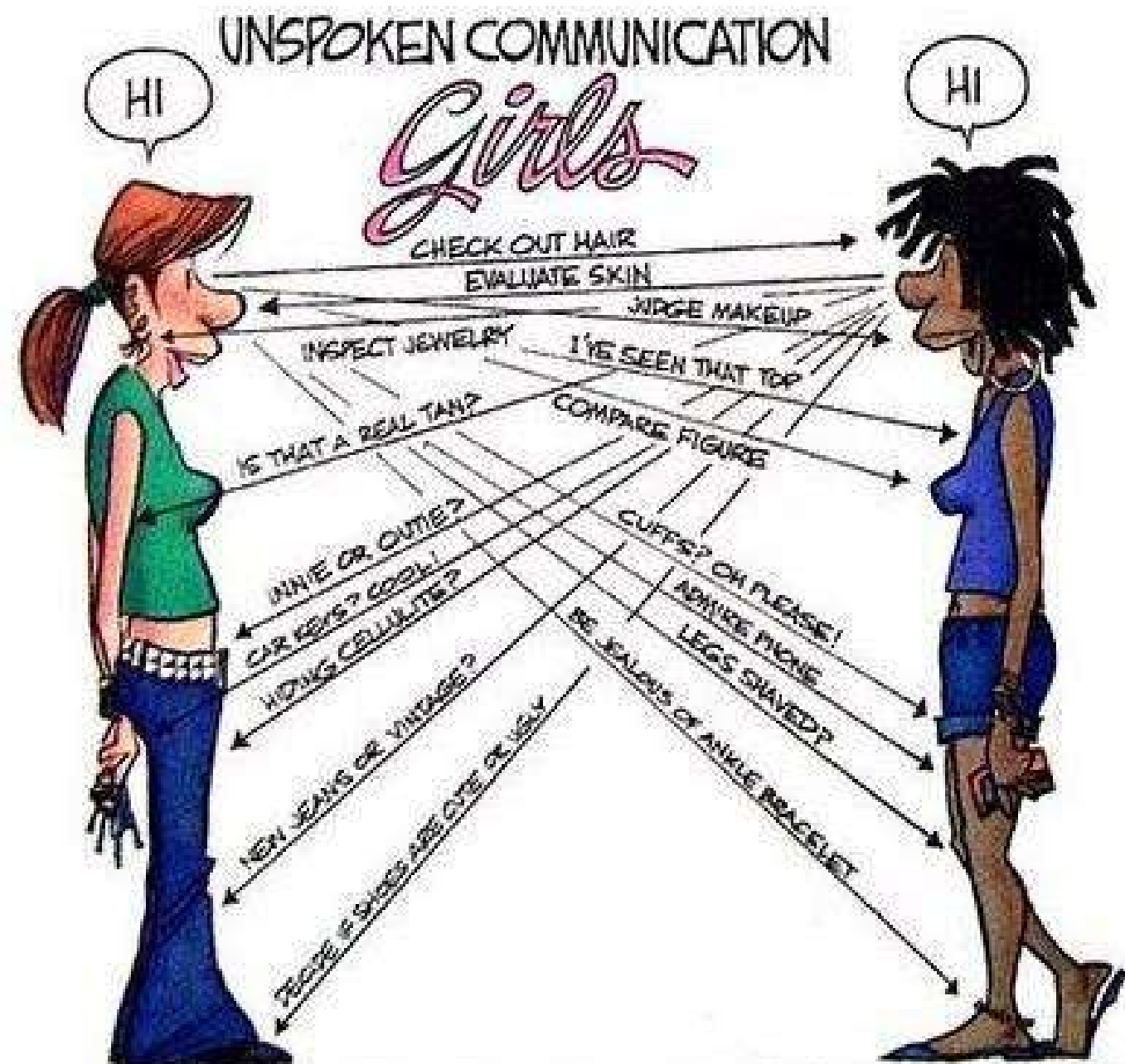


**courtesy of iMind**



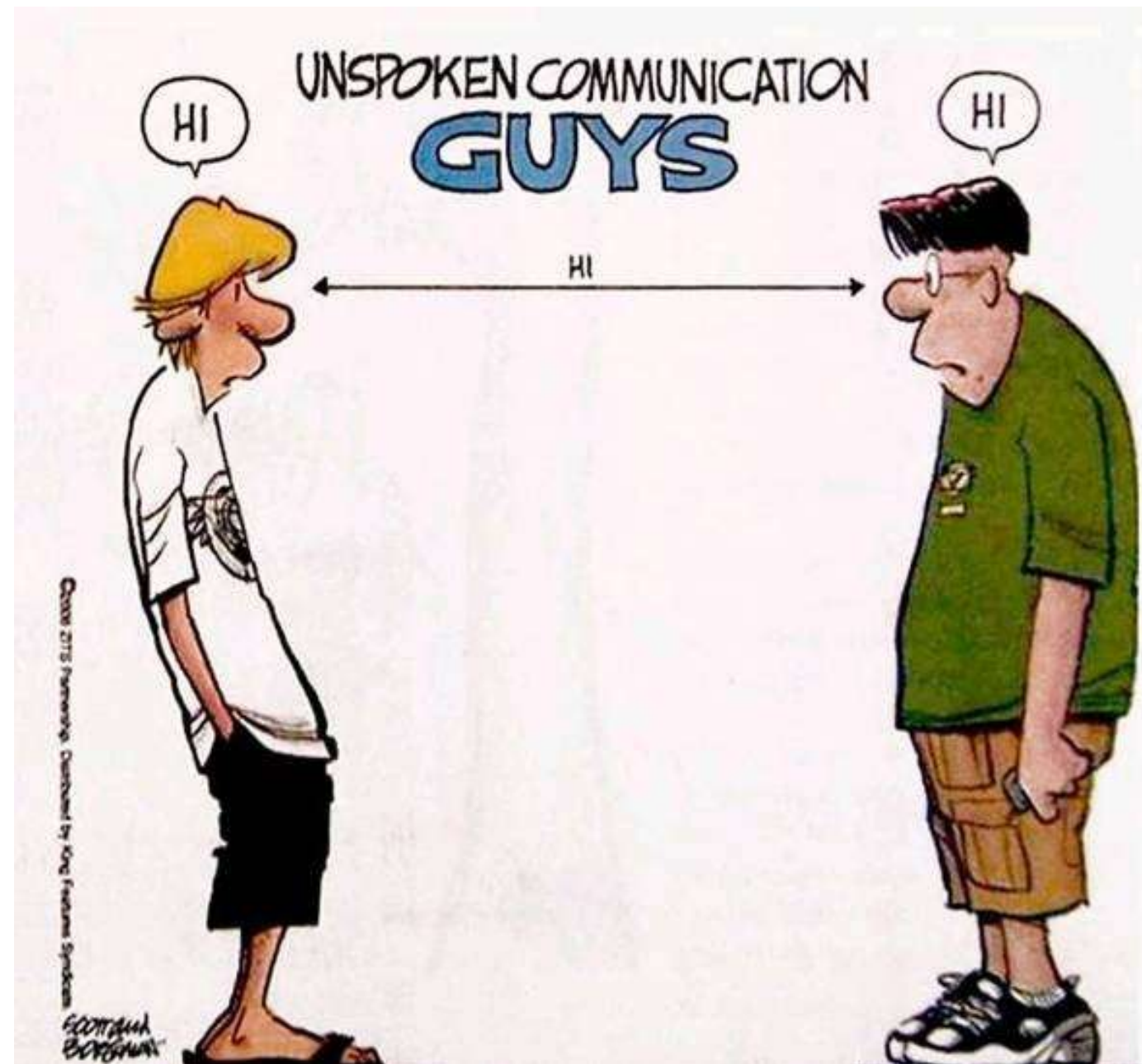
# Forms of communication

How do men  
and women  
communicate  
with body  
language  
differently?



# Forms of communication

How do men  
and women  
communicate  
with body  
language  
differently?





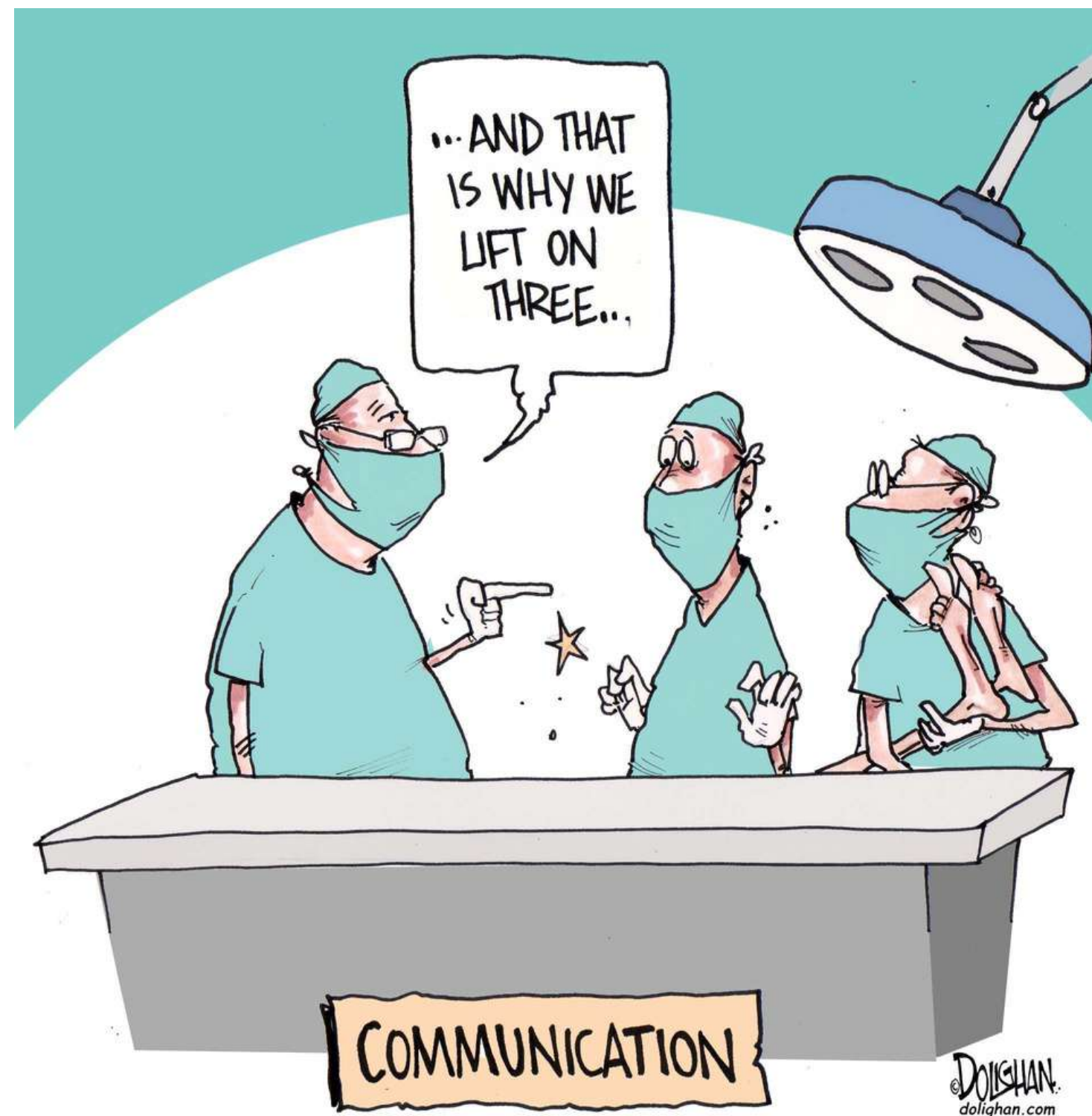
# Forms of communication

**Are we better  
or worse at  
communicating  
now compared  
to previous  
periods in  
history?**



# Forms of communication

**How important  
is listening in  
you area of  
work?**





# Forms of communication

# COMMUNICATION TIPS

---

**Stop and listen!**  
**Watch and learn and enjoy!**  
**Slow down when you speak!**  
**Practice, practice, practice.**



# Q&A sesión

























**Dedicate time**

**Work hard**

**Practice**

**Focus**

**Have**



# Dedicate time

## Work hard

## Practice

## Focus

## Have





*Thank  
you!*



*Brian Bolles*  
 **eclap**  
Escuela de Administración Pública  
de Castilla y León